

Home Energy Audit Program

Vendor Frequently Asked Questions

Q: Who is eligible for this service?

A: Residential homeowners who heat their homes by means other than electric or natural gas are eligible. Under the Connecticut building code, electric, natural gas, propane, heating oil and kerosene systems may serve as a home's primary heating source. Thus, heating oil, propane and kerosene systems qualify for this program.

Q: Are renters eligible for this program?

A: Renters may not be eligible unless the landlord submits application on behalf of the tenant and access to the heating system is permitted.

Q: Are payments made to vendors under the program taxable?

A: Yes. The payments are income and therefore they are taxable to the business.

If customers enter the program through a clean, tune and test vendor, the \$75 co-pay is subject to sales tax.

Q: Are customers with service contracts that include a clean, tune and test covered under the program?

A: No. Clean, Tune and Test services offered to customers through a service contract are not eligible for reimbursement under this program.

Q: Are water heaters eligible for the program?

A: No. Only furnaces and boilers are eligible for the clean, tune and test service.

Q: Are multifamily homes with multiple heating systems included?

A: Rental housing consisting of up to 4 units are eligible. The landlord needs to request the service

1. On behalf of his/her tenants if each unit has an individual heating system
2. On behalf of him/herself if there is only one heating system for the entire building.

Buildings that are larger than four units may still be eligible for the Home Energy Solutions portion of the program. They can participate by sending a Home Energy Solutions Customer Interest Form to the appropriate utility.

Q: Are single-family homes with multiple furnaces/boilers eligible to have the service performed for all the heating systems at the discounted rate?

A: Yes, but only one system per consumer will be eligible for the program. If a home has multiple heating systems, only one furnace/boiler per home will be eligible for the clean, tune and test service at the discounted rate.

Q: Are kerosene heating systems eligible for the program?

A: Yes. Homes that heat with kerosene will be eligible for this program. They should be treated just like a home with #2 fuel oil and the CT&T Oil 001 Form should be used.

Q: Some vendors charge customers more than the \$200 the state values for the clean, tune and test service, such as if the oil filter being replaced is on the expensive side? May vendors charge customers more than the \$200 for the service?

A: No. Each vendor's grant agreement with the state requires that the vendor perform the clean, tune and test services specifically listed on the appropriate checklist (CT&T Oil 001 or CT&T Propane 001). Equipment being replaced as part of the service, such as filters and nozzles, MUST be appropriate for that heating system.

Q: What if certain issues are spotted with the heating system during the clean, tune and test that require additional attention? Are these covered under the program?

A: No. The program covers only clean, tune and test services listed on the appropriate checklist (CT&T Oil 001 or CT&T Propane 001).